



The Bihar Gazette

EXTRA ORDINARY

PUBLISHED BY AUTHORITY

30 ASHADHA 1947(S)

(NO.PATNA 1258) PATNA, MONDAY, 21ST JULY 2025

BIHAR ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

1st July 2025

Bihar Electricity Regulatory Commission(Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy)(3rd Amendment) Regulations, 2025

No. BERC-03—In exercise of the power conferred by the sub-section (1), clause (r) and (s) of sub-section (2) of section 181 read with section 42 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, the Bihar Electricity Regulatory Commission makes the following amendments in BERC (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) Regulation 2017 read with BERC (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) (1st Amendment), Regulation 2019, and (2nd Amendment), Regulation 2021.

1. SHORT TITLE, COMMENCEMENT, DEFINITIONS AND INTERPRETATIONS

Shorts Titles and Commencement.—

- 1.1 These Regulations may be called the **Bihar Electricity Regulatory Commission (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy)(3rd Amendment) Regulations, 2025.**
- 1.2 These Regulations shall be applicable to all distribution licensee in the "State of Bihar" in their respective licensed areas
- 1.3 These Regulations shall come into force from the date of notification in the Official Gazette
- 1.4 These Regulations shall be construed harmoniously with the standards of performance of the distribution licensees and the Electricity Supply Code specified by the Commission under the provisions of Clause (x) and (za)

of sub-section (2) of section 181 of the Act. In case of any inconsistency with these Regulations, the standards of performance of the distribution licensees and the Electricity Supply Code shall prevail.

2. *Amendment of Regulation 2.6 :-*

Clause 2.6 of the amended principal regulation shall be substituted as under:-

“Every member of the Forum shall hold office for a fixed term of three years in that particular Forum, from the date of appointment or till he/she attains the age of 60 years or date of superannuation whichever is earlier, in case of serving officer of the licensee appointed as First and Second Member. This tenure of 3 years may be relaxed with prior approval of the commission on case to case basis. Also, the tenure of the third Member may be extended further after 3 years, if performance is satisfactory, for a period of 2 years or till the age of 60 years, whichever is earlier.

The licensee in case of appointment of the Members of Forum shall initiate selection process three months before the date of expiry of tenure of present Members. In case of unavoidable delay in appointment of members and Chairperson after expiry of the term of the existing Forum, the existing Forum after completion of its term, may continue to function for a period of maximum three months, or till the new Members and the Chairperson join their duties, whichever is earlier subject to the prior approval of the Commission.

Provided also that when the Chairperson is unable to function due to ailment or any other reason, the Second member shall discharge the functions of the Chairperson in his absence.”

By Order,
NADEEM AHMAD,
Secretary.

PUBLISHED AND PRINTED BY THE SUPERINTENDENT,
BIHAR SECRETARIAT PRESS, PATNA,
BIHAR GAZETTE (EXTRA) 1258—571+10
Website: <https://egazette.bihar.gov.in>